

# SHG\_HCAHPS\_MARI

Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

State	Percent of patients who reported that their nurses "Always" communicated well.
MA	78%
RI	77%

# SHG\_HCAHPS\_MARI

Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

Percent of patients who reported that their doctors "Always" communicated well.

79%

80%

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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

Percent of patients who reported that they "Always" received help as soon as they wanted.

64%

64%

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Percent of patients who reported that their pain was "Always" well controlled.

71%

70%

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Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

62%

59%

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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

Percent of patients who reported that their room and bathroom were "Always" clean.

72%

74%

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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

Percent of patients who reported that the area around their room was "Always" quiet at night.

51%

52%

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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

Percent of patients who reported that YES,they were given information about what to do during their recovery at home.

86%

84%



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Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0  
(lowest) to 10 (highest).

68%

67%

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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

Percent of patients who reported YES,they would definitely recommend the hospital.

73%

71%